



<b>Procedure Title:</b>	DTI Alternative Work Procedure		
<b>Doc Ref Number:</b>	DTI-0090.3		
<b>Procedure Type:</b>	Internal Only		
<b>Synopsis:</b>	To establish the governing criteria and regulations over employees working alternative schedules and/or work locations.		
<b>Authority:</b>	A Department of Technology and Information is established to replace the Office of Information Services within the Executive Department, and shall have the powers, duties and functions vested in the Department by this chapter. (73 Del. Laws, c. 86, § 1; 74 Del. Laws, c. 128, § 11.)		
<b>Applicability:</b>	All organizational elements of the Department of Technology and Information, including but not limited to:  - DTI Employees		
<b>Effective Date:</b>	April 11, 2022	<b>Expiration Date:</b>	None
<b>POC for Changes:</b>	Deputy Chief Information Officer		

The Department of Human Resources implemented an Alternative Work Arrangements Policy for Executive Branch agencies effective March 28, 2022. The policy provides agencies flexibility on how to structure alternative work that meets their agency's business needs. DTI Alternative Work Procedure (DAWP) outlines the work provisions DTI offers.

DTI Alternative Work (DAW) is a cultural and physical transformation that uses non-traditional workspaces to promote efficiency and flexibility across state government. DAW reduces square footage needs across state-owned, managed and leased facilities by creating policies and workspaces that allow employees flexibility in their work style. DAW also increases workforce productivity by providing flexible schedules and workspace options, allowing eligible employees to work how they work best for the job they are currently doing.

**It is important that participants understand that an DAW is not a right given to employees; rather, it is a privilege granted to employees for a period of one year or less. This privilege may be withdrawn for any non-discriminatory reason. Participants must renew their request via the DAW Acknowledgement Form annually, or sooner if required by their supervisor.** Approval of an DAW is at management's discretion. The DAW may be discontinued, at will, at any time at the request of either the employee or management. All employees have an onsite, designated work location (*i.e.*, physical address like William Penn)—regardless of whether an employee does not have a designated workspace at the work location.

The purpose of this procedure is to outline the types of DAW available to DTI employees as well as the requirements for each provision. DAW utilizes mobile technologies, flexible work schedules and multi-user workstations to maximize efficiency of work processes while reducing costs associated with office space. This procedure is designed to provide the structure needed for effective implementation and operation of work mobility. Divisions are responsible for ensuring compliance with the provisions of this procedure. It should be noted that not all employees will be eligible for participation in DAW and many employees will continue to report to work at the regular work hours of 8:00 am EST to 4:30 pm



EST (or 24/7 shift schedule as applicable) and/or to their regularly assigned work location. This procedure addresses five (5) specific provisions:

1. Flexible Work Schedule
2. Compressed Work Schedule
3. Remote Work
4. Mobile Work
5. Free Address

### **Flexible Work Schedule**

A flexible work schedule is an alternative to the regular work schedule of 8:00 am EST to 4:30 pm EST 37.5-hour work schedule. This provision allows employees to set arrival and/or departure times that vary from the regular work schedule.

### **Compressed Work Schedule**

A compressed work schedule is an alternative schedule for working that reduces a standard five-day workweek to fewer number of days. Employees accomplish the full number of required 75 hours for the pay period by working longer days. This provision provides employees the opportunity to work longer days for part of the week in exchange for up to one day off each pay period. Employees who participate in Remote Work more than one day a week cannot participate in a Compressed Work Schedule.

### **Remote Work**

This provision provides employees the opportunity to work at a place other than the employee's regularly assigned work location, such as the employee's residence or an alternate work location approved by the employee's supervisor/manager. An employee using this provision will work from their residence, or other approved alternate location, with a schedule mutually agreed upon by the supervisor and the employee. If a mutually agreed schedule cannot be reached, the supervisor will have the final decision. Employees who participate in Remote Work more than one day a week cannot participate in a Compressed Work Schedule.

**If a business need arises, an employee may be required to report to the assigned work location, even if scheduled to work from their residence or other approved location. This off-schedule reporting to the onsite work location does not permit the employee to work remotely on another day (i.e., swapping remote/onsite days).** If an employee does not have an assigned workstation at the work location, then the employee is responsible for reserving a Free Address workstation. On the days that the employee is not scheduled to work remotely, the employee will report to his or her regularly assigned work location. For employees utilizing this provision, their residence (or other approved alternate work location) will be their official designated reporting workstation for the days the employee works out of the office. Employees will not hold in-person business visits or meetings with co-workers, customers or the public at a remote work location. In many cases, the employee's official work location will remain as designated by the department, as employees may be required to report to this work location as requested by management or customer for meetings, etc.

Scope of participation in Remote Work is based upon an employee's job function/role as determined by the department **(refer to the Appendix on page 8 for a list of job function/roles that are not eligible for Remote Work).**



If an employee's productivity decreases or other performance/conduct issues arise, the supervisor should treat the DAW employee no differently than an employee working in the regularly assigned work location. This means that coaching and counseling should take place (remote or onsite as needed) and, if necessary, the supervisor has the authority to issue disciplinary action as appropriate.

Any injuries that occur while working remotely should be reported to the employee's supervisor and Human Resources. If an employee needs a reasonable accommodation, the employee will need to discuss the requested accommodation with their manager and Human Resources. An employee who was already receiving a reasonable accommodation prior to changing from their onsite work location to an alternate work location may receive an additional or modified reasonable accommodation, if it does not cause the employer undue hardship.

The privilege of working remotely out of state is for the convenience of the employee and the employee will continue to be subject to tax and withholding based on their on-site work location in Delaware.

### **Mobile Work**

This provision provides flexibility for employees whose responsibilities require them to be away from their regularly assigned or approved alternate work location for much or all of the regular workday due to the need to deliver IT services to enterprise agencies. Mobile workers may not be assigned a permanent office, but instead utilize the Free Address option when reporting to their regularly assigned work location.

### **Free Address**

This provision may be suitable for an employee whose primary place to conduct State business is in a regularly assigned work location, but who frequently collaborates with different groups and/or engages in a variety of different projects. This provision is also suitable for Mobile Work and Remote Work employees when they are physically present in the office. This option includes a provision whereby employees utilize unassigned, non-permanent workstations on an as needed basis. Employees using this provision will be required to reserve the workspace in advance by contacting their team administrative assistant or utilizing any applicable scheduling technology.

### **Factors to consider when designating a position as suitable for an DAW**

Divisions should consider DAW for all possible job functions/roles which would lead to efficiencies and effectiveness in daily operations. However, not all job functions/roles may be appropriate for DAW. Each Division shall identify job functions/roles eligible for DAW and should consider the following factors when determining which positions may be eligible for DAW:

1. Impact on ability to provide quality customer service;
2. Nature of work performed by positions considered for DAW;
3. Efficiency of work processes;
4. Effectiveness of project teams;
5. Utilization of office space;
6. Utilization of technology and environmental impacts; and
7. Impact on department travel expenses.

### **Eligibility of employees for an DAW**

Employees must be onsite for a minimum of the first week for onboarding, training, and mentoring. All job functions/roles designated by the department as eligible shall be qualified to participate in DAW and employees in those eligible job functions/roles may participate to the fullest extent possible without diminished individual or organizational performance. An employee must demonstrate the



ability to work independently, with minimal supervision; demonstrate good time-management skills; and be self-motivated.

An employee may not be eligible to participate in DAW (*pursuant to department discretion*) if:

1. The employee is subject to official discipline for performance or conduct, including suspension, demotion, or recommendation for termination;
2. The employee has documented violation of the Respectful Workplace and Anti-Discrimination policy;
3. The employee has been placed on a Performance Improvement Plan;
4. The employee has violated the terms of the DAW agreement;
5. The employee's position involves the direct handling of secure material (daily or on a frequent basis) which the department determines is inappropriate for DAW. This may include materials for which the department maintains a written policy restricting access or use of the material or for which appropriate mitigating IT security measures do not exist;
6. The employee's position requires daily, or on a defined consistent basis, onsite work activities that cannot be handled remotely or at an alternative worksite; or
7. The employee has received a performance review rating that is less than a "Successful Performer" or a "Meets Expectation" in the last twelve months.

Employees with a Remote Work provision are prohibited from providing dependent or adult care while working a Remote Work provision. This requirement may be waived by the department, in the event of a declared state of emergency or similar unforeseen event. Failure to adhere to applicable State and department rules and policies may result in withdrawal of the DAW privilege and discipline, up to and including dismissal.

Supervisors retain the authority to disapprove an employee's selection of an alternative work location provision if, in the supervisor's opinion, the work location is not business appropriate and/or fails to provide a working environment compliant with this Procedure. The remote work location is required to have appropriate equipment, anti-virus software, and adequate connection to broadband internet to ensure performance standards are being met.

The Deputy CIO has the authority to approve requests for employees to work a combined provision for both a Compressed Work Schedule and Remote Work on a case-by-case basis based on DTI's operational needs in the delivery of IT services.

**The department may waive some or all these restrictions in the event of unforeseen circumstances, such as a declared state of emergency, to support DTI's operational needs in the delivery of IT services to enterprise agencies.**

#### **Supervisor's responsibilities when utilizing an DAW**

Supervisors of employees utilizing DAW have certain responsibilities which include, but are not limited to, the following:

1. Setting forth appropriate measures to protect confidential information;
2. Ensuring that customer service is not adversely affected by the DAW;
3. Clearly defining and setting forth the DAW employee's responsibilities;
4. Maintaining effective communications with DAW employees, including training and mentoring, on a regular basis;
5. Ensuring this is not a hardship or burden placed on other employees (additional work, etc.);



6. Maintaining responsibility and accountability for treating all DAW and non-DAW employees similarly in acts involving managerial discretion, including but not limited to: distribution of assignments among employees in the work unit, use of appropriate tracking and communication tools, performance management, both informal and formal feedback, performance coaching, learning and development, reassignment, promotions, retention, and discipline;
7. Providing advance notice, if practicable, to DAW employees regarding requests to report to the regularly assigned work location (notice is not required and does not absolve an employee's responsibility to be physically present upon request);
8. Approving the employee's DAW acknowledgement form annually after reviewing team needs; and
9. Upon termination of an employee's employment with DTI, the supervisor is responsible for ensuring the employee returned all State-owned assets and that the assets are returned to EDL.

#### **Employee's responsibilities when utilizing an DAW**

Employees utilizing an DAW have certain responsibilities depending on which provision is utilized, including but not limited to the following:

1. Maintaining established performance standards;
2. Ensuring that the approved alternative work location is appropriate and provides the work environment, connectivity, technology, resource access, and security authority consistent with the work in which the employee is engaged;
3. Procuring and maintaining internet services appropriate to the work effort at their own expense;
4. Maintaining flexibility and responsiveness to the needs of the supervisor, work team, and department (communication and collaboration);
5. Reporting to the regularly assigned work location, pursuant to department needs, for all or part of the workday during which they would otherwise be engaged in an DAW. This may include quarterly onsite meetings;
6. Documenting DAW work time in accordance with established DTI time and attendance policies;
7. Complying with Merit and DTI rules and practices as applicable pertaining to requesting and obtaining approval for leave, overtime, or any changes to the employee's work schedule;
8. Maintaining effective communication with supervisors and other employees with whom communication is essential for successfully implementing the provision, including **being on camera** as required by supervisors; forward office number to residence or cellphone when working remotely; include a return date in an "out of office" email message.
9. Being considerate of employees sharing workspace, and maintaining a clean workspace at all times;
10. Properly maintaining and protecting confidential information, and following data security procedures at all times;
11. Using a shared workspace only so long as needed;
12. Maintaining a high level of customer service;
13. Submitting an DAW Acknowledgement Form annually, or sooner if required, for supervisor approval; and
14. Upon termination of employment with DTI, the employee is responsible for returning all State-owned assets to their supervisor.

#### **Timekeeping and Schedule**

DAW are available to the extent they do not adversely affect customer service or operations at DTI. Few positions can support a fulltime remote work DAW and still provide effective customer service.



Most remote work DAW provisions will include a hybrid schedule of remote and onsite work locations. **For Flexible or Compressed provisions, scheduled starting time must be no earlier than one hour before the start of the regular work hours of 8:00 AM EST. Scheduled ending time cannot be earlier than one hour before the end of the regular work hours of 4:30 PM EST and cannot be later than 6:00 pm EST.** Providing quality customer service is fundamental and will be a primary factor in both the employee's and manager's structuring of any provision.

Meal breaks may not be scheduled for the start or end of the employee's scheduled workday and must be taken after the first 2 hours of work and before the last 2 hours of work for employees working a consecutive 7.5 hours or more.

When a paid holiday falls on an employee's regularly scheduled day off, the employee will be given another regular scheduled workday (7.5 hours) off during that pay period. Employees are responsible for making up the difference in hours by flexing their work schedules or using appropriate leave. Similarly, if employees use a Floating Holiday (7.5 hours) while on a compressed schedule, they are responsible for making up the difference in hours by flexing their work schedules or using appropriate leave. This can be accomplished by:

1. Account for the additional time required through use of annual leave or compensatory time to complete 75 hours in a pay period.
2. Complete the required hours by working additional time within the same workweek, if pre-approved by manager.

Time off due to declared Severe Weather Conditions and Emergency Events will be counted as the amount of time normally worked that day. However, if a day off for a Severe Weather Conditions and Emergency Event occurs on an employee's scheduled day off, an additional day off shall not be granted.

Employees working alternative schedules who are covered by the Fair Labor Standards Act (FLSA) may not be scheduled to work more than 40 hours in any week, except in cases of unanticipated operational need and/or a declared state of emergency.

Commute time from home to work and from work to home are not considered work hours and are not compensable time. An employee may be compensated for commute time if the employee is officially directed to perform work while commuting. However, an employee cannot be compensated for travel to and from his/her official duty station as a normal incident of employment.

#### **Clear-Desk Protocols/ Maintaining Sanitary Shared Workspace**

Employees with workspace-sharing provisions are required to clear the workspace of all work and personal items after each use. Such practices help provide an accommodating workspace for all users and reduce the threat of confidentiality and data security breaches.

Employees should also take measures to maintain a sanitary workspace by frequently cleaning and disinfecting shared telephones and other high touch surfaces and equipment with multiple users. Disinfecting the area daily will reduce the spread of contagions and promote the overall health of the workforce.

#### **Acceptable Use Policy and Information Technology**





An employee with an approved provision utilizing State-owned hardware, software, internet, email and other forms of State-owned communication media shall do so in a manner consistent with the State's Acceptable Use Policy, Confidentiality (Non-Disclosure) and other State laws, rules and policies.

Employees have a responsibility to safeguard government property and are responsible for the care, security, and effective utilization of such property, including computers, tablets, phones and related equipment used to perform official duties. Employees may be financially responsible for the property is if is lost, stolen, damaged, or destroyed as a result of negligence or improper use.

DTI will provide employee devices (laptop with VPN, monitor, keyboard, camera, etc.). The employee's primary work execution device(s) must be a State-owned asset.

### **DAW Acknowledgement e-Form**

All employees and supervisors will utilize the DAW Acknowledgement Form when beginning an DAW. Employees will initiate the request through an DAW Acknowledgement Form and email to their supervisor. Supervisors will approve or not approve and then email that updated DAW Acknowledgement Form to the HR Office. The fillable DAW Acknowledgement Form is located on the DTI intranet site; DTI Forms (Internal). Employees must submit their request through an DAW Acknowledgment Form annually, or sooner if required, for supervisor approval. At time of renewing the agreement, if the employee has no changes to their approved provision, the supervisor can email HR the previously approved form confirming no changes are needed.

Questions regarding this procedure should be directed to the department's Human Resources Office.

### **DEFINITIONS**

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No definitions applicable.

### **DEVELOPMENT AND REVISION HISTORY**

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August 19, 2021  
Updated December 1, 2021  
Updated March 23, 2022  
Updated April 12, 2022 – become DTI Alternative Work Procedure (DAWP) under DHR's AWA Policy

### **APPROVAL SIGNATURE BLOCK**

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<b>On File</b> Jason Clarke	
<b>Name &amp; Title:</b> Cabinet Secretary – State Chief Information Officer	<b>Date:</b> August 19, 2021



STATE OF DELAWARE  
DEPARTMENT OF TECHNOLOGY AND INFORMATION  
801 SILVER LAKE BLVD.  
DOVER, DELAWARE 19904

## **Appendix**

### Job functions/roles that are not eligible to Remote Work

Data Center/Network Operations Center Specialist (NOC)  
Facilities Coordinator  
Inventory Control Specialist (Warehouse)  
Output Management Specialist





## DTI Alternative Work Acknowledgement Form

Employee's Name: \_\_\_\_\_ Period: \_\_\_\_\_ to \_\_\_\_\_

Position: \_\_\_\_\_ Department: \_\_\_\_\_

Instructions: Please review procedure DTI-0090.3 DTI Alternative Work prior to completing this form and select the provision(s) being requested. An employee may have more than one provision as permitted by the procedure. **Employee forwards the completed form to their supervisor for approval; once approved or not approved, supervisor forwards form to HR for processing.** The employee understands that this provision may be modified or canceled at any time at the request of either the employee or management.

☐ Remote Work

☐ Flex Schedule

☐ Compressed Schedule

WEEK 1	Start Time	End Time	Lunch Break		Remote Work Y or N	Total Hours
			From	To		
Monday						
Tuesday						
Wednesday						
Thursday						
Friday						

☐ Check if Week 2 is the same as Week 1. ☐ Complete Week 2 if different than Week 1.

WEEK 2	Start Time	End Time	Lunch Break		Remote Work Y or N	Total Hours
			From	To		
Monday						
Tuesday						
Wednesday						
Thursday						
Friday						

I have read and understand the DTI Alternative Work (DAW) Procedure and agree to the duties, obligations, responsibilities and conditions described therein. I agree that, among other things, I am responsible for establishing specific work hours, furnishing and maintaining my alternate work location in a safe manner, employing appropriate security measures and protecting the State of Delaware's assets, information and systems. I may be financially responsible for any cost incurred as a result of remote work. I understand that I may only work from an approved work location. I understand that DAW is voluntary, and I may stop at any time. I also understand approval is at management's discretion and may be discontinued, at will, at any time at the request of either the employee or management.

\_\_\_\_\_  
Name of Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name of Supervisor

\_\_\_\_\_  
Date

Approved ☐ Not Approved ☐



STATE OF DELAWARE  
DEPARTMENT OF TECHNOLOGY AND INFORMATION  
801 SILVER LAKE BLVD.  
DOVER, DELAWARE 19904

DTI HR Use Only							
<input type="checkbox"/>	Entered in PHRST	_____	_____	<input type="checkbox"/>	Employee Notified	_____	_____
		Initial	Date			Initial	Date



## SAMPLE OF COMPLETED FORM

Employee's Name: John Doe Period: 1/1/2020 to 12/31/2020

Position: Network Engineer Department: Network Engineering

Instructions: Please review procedure DTI-0090.3 DTI Alternative Work prior to completing this form and select the provision(s) being requested. An employee may have more than one provision as permitted by the procedure. **Employee forwards the completed form to their supervisor for approval; once approved or not approved, supervisor forwards form to HR for processing.** The employee understands that this provision may be modified or canceled at any time at the request of either the employee or management.

☒ Remote Work

☒ Flex Schedule

☐ Compressed Schedule

WEEK 1	Start	End	Lunch Break		Remote Work	Total Hours
	Time	Time	From	To	Y or N	
Monday	7:30	4:00	11:30	12:30	N	7.5
Tuesday	7:30	4:00	11:30	12:30	N	7.5
Wednesday	7:30	4:00	11:30	12:30	N	7.5
Thursday	7:30	4:00	11:30	12:30	N	7.5
Friday	7:30	4:00	11:30	12:30	Y	7.5

☒ Check if Week 2 is the same as Week 1. ☐ Complete Week 2 if different than Week 1.

WEEK 2	Start	End	Lunch Break		Remote Work	Total Hours
	Time	Time	From	To	Y or N	
Monday						
Tuesday						
Wednesday						
Thursday						
Friday						

I have read and understand the Alternative Work (DAW) Procedure and agree to the duties, obligations, responsibilities and conditions described therein. I agree that, among other things, I am responsible for establishing specific work hours, furnishing and maintaining my alternate work location in a safe manner, employing appropriate security measures and protecting the State of Delaware's assets, information and systems. I may be financially responsible for any cost incurred as a result of remote work. I understand that I may only work from an approved work location. I understand that DAW is voluntary, and I may stop at any time. I also understand approval is at management's discretion and may be discontinued, at will, at any time at the request of either the employee or management.

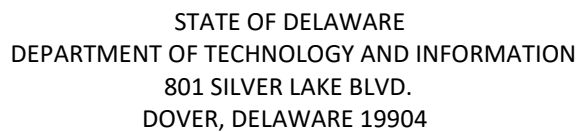
\_\_\_\_\_  
Name of Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name of Supervisor

\_\_\_\_\_  
Date

Approved ☐ Not Approved ☐



## 12 DTI Alternative Work Procedure